Title: **Metrics Reporting System**

Session: **T-1-1630**

Objectives

- Provide an overview of the UBO Third Party Collections Metrics Reporting System (MRS)
- Provide the basics for users to include new upgrades
- Planned training dates for users

Types of TPC Metrics/DD 2570 Data

- DD 2570 Data Reporting
- Web-based tool for reporting TPC data collected through CHCS and TPOCS
- Separate reports for inpatient and outpatient activity
- Reports are submitted quarterly and data are cumulative
- Each report contains summary information
  - Number of inpatient dispositions/outpatient visits
  - Number of claims
  - Number of collections
  - Dollar amount billed
  - Dollar amount collected
  - Dollar amount of adjustments and refunds (closed claims)
  - Dollar amount remaining uncollected (open claims)

MRS Data – Screen 1

Field Description	CFY	PY1	PY2
No. of NAD Dispositions/Visits			
No. of Claims			
No. of Collections			
Total Dollar Amount Billed			
Adjustments and Refunds			
Amount Collected in PY2			
Amount Collected in PY1			
Amount Collected Current FY			
Amount Remaining Uncollected			

Field Description	CFY	PY1	PY2
Open Claims			
Transferred To External Agent			
MTF Not A Participating Hospital			
Plan Excludes Military Hospitals Or Beneficiaries			
Patient Had No Obligation To Pay			
Insurer Paid Patient Directly			
Other			

MRS Data – Closed Claims/Adjustments and Refunds

Field Description	CFY	PY1	PY2
Amount of Coverage			
Patient Not Covered, Care Provided Not Covered, Or Policy Expired			
TRICARE And/Or Income Supplemental Plans			
Medicare Supplemental Plans			
HMO/PPO			
MTF Did Not Comply With Utilization Review Procedures			
Refunds			
Patient Copays And Deductibles			
Other			
Other			

- MTF Level Users
  - Data entry
  - Data edit
  - Data review and analysis
- Regional/MAJCOM Users
  - Data validation and correction
  - Data review and analysis
- Service UBO Managers
  - Service validation
  - Data review and analysis
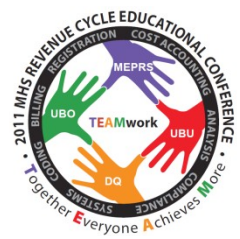
- MTF users run reports on the first working day of a new quarter

- MTF users enter data into the MRS

- The MRS rule-checks data and generates error messages requiring correction

- Regional and Service Managers review and validate MTF data

- Data are frozen for upward-reporting six weeks following the end of the reporting quarter

Sources of MRS Data

- CHCS for Inpatient
  - TPC Report of Program Results
  - Select TPC Quarterly Output Products Menu Option: PRR
- TPOCS for Outpatient
  - TPCP Report on Program Results
  - Non-Active Duty (NAD) dispositions and visits must be determined separately

Using the Metrics Reporting System

- The Metrics Reporting System is a Web-based application
- A user needs
  - The URL – www.ubometrics.org
  - User ID
  - Password
- The following slides provide annotated screen captures for the primary system functions

MRS Primary Menu Options

- Getting Started
  - Provides a downloadable presentation on using the MRS
- Add Report
  - Allows the user to select a new report and enter data
- Edit Report
  - Allows the users to retrieve an un-validated report and change data

- Validate/View Current Reports
  - Allows MTF users to view reports prior to roll-up
  - Allows regional/MAJCOM and Service Managers to validate reports
- Rolled-Up Reports
  - Allows users to view rolled-up/locked reports
- Change Password
- Help Desk
  - One way for users to contact the UBO Help Desk

Login Page

User ID may be upper or lower case

Password is case sensitive

Enter User ID and Password and click Submit

Welcome Page

Click Getting Started for a tutorial on the MRS
Click Add Report to add a new record
Click Edit Report to edit an existing record
Click View Current Reports to view open reports
Click Rolled Up Reports to view locked reports
Click Password to change your password
Click Helpdesk to create a trouble ticket
Click Logoff to exit the MRS

Getting Started

Select Online Help to view the training presentation through your Web browser

Or download the presentation

Add Report Page

Select a Report Type, Fiscal Year, and Quarter, then click Add

Add Report Page — *Continued*

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| Getting Started | Add Report | Edit Report | View Current Reports | Rolled Up Reports | Change Password | Help Desk |

Logoff

Redstone Arsenal (Fox Army Health Clinic) Data Entry For		
Branch:	Army	
Region:	South East	
DMIS ID:	0001	
Name:	Altarum	
Step 1: Enter Part 1 of your data.		
Report:	Inpatient	**Fiscal Year:** 2005 **Quarter:** 1

> Enter numeric only data in the column fields

Field Description	CFY	PY 1	PY 2
No. of Non-Active Duty Inpatient Dispositions/Visits	0	0	0
No. of Claims	0	0	0

> Data must be precise to the penny

Add Report Page — *Continued*

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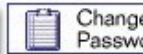| Getting Started	Add Report	Edit Report	View Current Reports	Rolled Up Reports	Change Password	Help Desk

Logoff

Step 1: Enter Part 1 of your data.

Report:	Inpatient		Fiscal Year:	2005	Quarter:	1

Field Description	CFY	PY 1	PY 2
No. of Non-Active Duty Inpatient Dispositions/Visits	0	0	0
No. of Claims	0	0	
No. of Collections	0	0	
Total Dollar Amount Billed	$0.00	$0.00	
Adjustments and Refunds	$0.00	$0.00	
Amount Collected in PY2			
Amount Collected in PY1		$0.00	
Amount Collected Current FY	$0.00	$0.00	$0.00
Amount Remaining Uncollected	$0.00	$0.00	$0.00

Enter numeric only data in the column fields

Click the Next button to save the data and move to the next step

Next   Reset

Press the Reset button to clear all data and re-enter data

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Add Report –
Open Claims Data Page

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| Getting Started | Add Report | Edit Report | View Current Reports | Rolled Up Reports | Change Password | Help Desk |
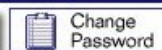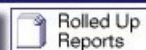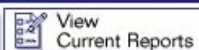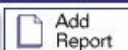
Logoff

DMIS ID:	0001
Name:	Altarum

Step 2: Enter Open Claims data.

| Report: | Inpatient | | Fiscal Year: | 2005 | Quarter: | 1 |

Reason Code	Description	CFY	PY 1	PY 2
		$0.00	$0.00	$0.00
	...rnal Agent	$0.00	$0.00	$0.00
	...ing Hospital	$0.00	$0.00	$0.00
	...ry Hospitals Or Beneficiaries	$0.00	$0.00	$0.00
5	Patient Had No Obligation To Pay	$0.00	$0.00	$0.00
6	Insurer Paid Patient Directly	$0.00	$0.00	$0.00
7	Other	$0.00	$0.00	$0.00
Total Open Claims		**$0.00**	**$0.00**	**$0.00**

If numeric data is entered into columns of Reason Code 7,
user must enter a text description in the Other field

Next   Reset

Click the Next button to save the data and move to the next step

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Add Report – Closed Claims Data Page

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Getting Started	Add Report	Edit Report	View Current Reports	Rolled Up Reports	Change Password	Help Desk	

Logoff

| Report: | Inpatient | Fiscal Year: | 2005 | Quarter: | 1 | |

Reason Code	Description	CFY	PY 1	PY 2
8	Amount of Coverage	$0.00	$0.00	$0.00
9	Patient Not Covered, Care Provided Not Covered, Or Policy Expired	$0.00	$0.00	$0.00
10	TRICARE And/Or Income Supplemental Plans	$0.00	$0.00	$0.00
		$0.00	$0.00	$0.00
		$0.00	$0.00	$0.00
	ization Review Procedures	$0.00	$0.00	$0.00
		$0.00	$0.00	$0.00
15	Patient Copays And Deductibles	$0.00	$0.00	$0.00
16	Other	$0.00	$0.00	$0.00
17	Other	$0.00	$0.00	$0.00
Total Closed Claims		**$0.00**	**$0.00**	**$0.00**

If numeric data is entered into columns of Reason Code 16 and 17, user must enter text descriptions in the Other field

Submit   Reset

Click the Submit button to
save the report and move
to the next step

Add Report – Data Validation Page

Scroll down to review data entered in the report

Comment field is used to report important additional information such as collections for prior years 3, 4, & 5 or an MTF no longer provides inpatient care

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Getting Started | Add Report | Edit Report | View Current Reports | Rolled Up Reports | Change Password | Help Desk

Logoff

Review the data and then scroll down

Field Description	CY	PY 1	PY 2
No. of Non-Active Duty Inpatient Dispositions/Visits	0	0	0
No. of Claims	0	0	0
No. of Collections	0	0	0
Claims Per Dispositions/Visits	0.00%	0.00%	0.00%
Dollar Amount Billed	$0.00	$0.00	$0.00
Adjustments And Refunds	$0.00	$0.00	$0.00
Amount Collected in PY2	$0.00	$0.00	$0.00
Amount Collected in PY1	$0.00	$0.00	$0.00
Amount Collected Current FY	$0.00	$0.00	$0.00
Amount Remaining Uncollected	$0.00	$0.00	$0.00

Review the data and then scroll down

Open Claims			
Field Description	**CFY**	**PY 1**	**PY 2**
Open Claims	$0.00	$0.00	$0.00
Transferred To External Agent	$0.00	$0.00	$0.00
MTF Not A Participating Hospital	$0.00	$0.00	$0.00
Plan Excludes Military Hospitals Or Beneficiaries	$0.00	$0.00	$0.00
Patient Had No Obligation To Pay	$0.00	$0.00	$0.00
Insurer Paid Patient Directly	$0.00	$0.00	$0.00
Other ()	$0.00	$0.00	$0.00

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Getting Started | Add Report | Edit Report | View Current Reports | Rolled Up Reports | Change Password | Help Desk
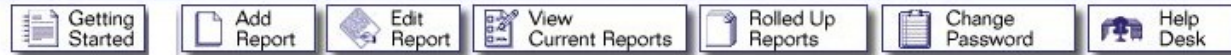
Logoff

Closed Claims

Field Description	CFY	PY 1	PY 2
Amount of Coverage	$0.00	$0.00	$0.00
Patient Not Covered, Care Provided Not Covered, Or Policy Expired	$0.00	$0.00	$0.00
TRICARE And/Or Income Supplemental Plans	$0.00	$0.00	$0.00
Medicare Supplemental Plans	$0.00	$0.00	$0.00
	$0.00	$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00
		$0.00	$0.00

Review and select which action to take after validating the data:
Click the Submit button to complete the submission process;
Click the Edit button to edit the data before submission; and
Click the Undo button to terminate the submission and
delete all data entered for that period

Click on the **Submit** button to complete the submission process.	Submit
Click on the **Edit** button to edit your data before submitting.	Edit
Click on the **Undo** button to completely remove all entered data for this period.	Undo

Edit Report Data Page

Edit Report Data Page —
Continued

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Getting Started | Add Report | Edit Report | View Current Reports | Rolled Up Reports | Change Password | Help Desk

Logoff

No. of Non-Active Duty Inpatient Dispositions/Visits	0	0	0
	0	0	0
	0	0	0
	0.00%	0.00%	0.00%
Total Dollar Amount Billed	$0.00	$0.00	$0.00
Adjustments and Refunds	$0.00	$0.00	$0.00
			$0.00
		$0.00	$0.00
	$0.00	$0.00	$0.00
Amount Remaining Uncollected	$0.00	$0.00	$0.00

Select the Adjustments and Refunds field to edit data previously entered in Step 3

Select the Amount Remaining Uncollected field to edit data previously entered in Step 2

Comments

Users can step through the records using the navigation bar

Record **1** of 4 ordered by **Report Type** and **Fiscal Year**

|< | < | > | >| | Submit | Reset
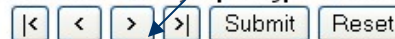
Note: Reports that have been validated can no longer be edited by the user and need to be edited by the validator

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Validate/View Current Reports Page
Regional POC View

View Current Reports Page
MTF User View

Select Report Type, Fiscal Year, and Quarter, then click the Retrieve button to generate report

Rolled-Up Reports Page

Select a Service Branch and DMIS ID

Next select a Report Type, Fiscal Year, and Quarter

Then click the Retrieve button to generate report

Change Password Page

At first time login,
user will be prompted to enter
a new password.

Note: Password is case sensitive

Helpdesk Page

UBO • Metrics Reporting System

Getting Started | Add Report | Edit Report | View Current Reports | Rolled Up Reports | Change Password | Help Desk

Logoff

HelpDesk Trouble Reporting Tool

Name:	Altarum
Dmis ID:	0001
User ID:	Altarum
Phone Number:	
Email:	
Error Location:	Choose
Description:	

Submit | Reset | Cancel

Double-check your phone number and e-mail address so we can contact you

Choose Location where the error occurred

Describe the problem you are having

Click Submit to save and send the trouble ticket information to the UBO Helpdesk

Message will be sent to the UBO Help Desk

Security Upgrades

- The key reason for upgrading the Metrics Reporting System/DD 2570 is to protect the system from cyber attacks and to keep the system DoD Information Assurance Certification and Accreditation Process (DIACAP) compliant

Upgrades for Users

- Errors in the users reports will be highlighted to indicate which cells need correcting

- Users who report on several DMIS IDs will no longer need multiple user IDs and passwords

- Users will be able the view the entire report when editing (e.g., correcting errors, updating visits)

Planned Training & Implementation Date

- Webinar training for users in March 2011
- Planned implementation of the upgraded MRS is the second quarter reporting period for FY 2011

UBO Helpdesk
ubo.helpdesk@altarum.org
703-575-5385